



Service Manager

powered by HEAT

Documentation Guide

Version 2017.1.1

June 16, 2017

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About this Document

The *Documentation Guide for Ivanti Service Manager* lists all of the customer-facing documents associated with the Ivanti Service Manager Release 2017.1 and 2017.1.1.

This document covers both the Cloud and the on-premise versions of the product. This document does not cover HEAT Classic, ITSM, HEAT Discovery, or HEAT DSM or any other Ivanti Software product, although the documents below may contain brief sections related to those products.

You can access all of the documents listed in this guide from the Ivanti Software Knowledge Base. For information, see [Accessing the Ivanti Software Knowledge Base](#)

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Ivanti Service Manager Release 2017.1 (Cloud) and 2017.1.1 (On- Premise) Documents

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Release Notes for Ivanti Service Manager

There are several versions of the release notes for Ivanti Service Manager Release 2017.1.x. For the Cloud version of the product, Ivanti Software produces draft versions of the release notes for all pilot, staging, and final releases. There is only one version of the release notes for the on-premise version.

Depending on the type of release, the release notes contain a list of the new features in the release, feature enhancements, fixed issues, unreproducible issues, limitations, deprecated features, notes for existing users, and breaking changes.

Version	Date	Knowledge Base Article Number
2017.1 Cloud		
Initial Staging	May 4, 2017	27491
Staging Drop 2	May 9, 2017	27542
Staging Drop 3	May 16, 2017	27701
Production (2017.1)	May 10, 2017	27634

Version	Date	Knowledge Base Article Number
Final	June 2017	27702
2017.1 1 On Premise		
Final 2017.1.1	June 2017	27921

Ivanti Service Manager Online Help

The Ivanti Service Manager online help is a configuration and user guide. It is part of Ivanti Service Manager. To access it, click the [Help](#) button on the top right of the application.

The online help is different depending on the role you used to log in to the system. There are three types of online help:

- **Online help for Self Service users:** For anyone who logs in as Self Service.
- **Online help for administrators:** For anyone who logs in as an administrator.
- **Online help for users:** For anyone who logs in as anything other than a Self Service user or an administrator.

There is no PDF of the online help in the Knowledge Base or elsewhere in the system.

Installation and Deployment Guide for Ivanti Service Manager

This guide includes information about several different deployment options. It also includes step-by-step instructions for installing Ivanti Service Manager.

This guide is for on-premise administrators only.

Knowledge Base article: 27908

System Requirements and Compatibility Matrix for Ivanti Service Manager

This guide lists the system requirements for Ivanti Service Manager. It also contains a compatibility matrix.

This guide is for on-premise administrators only.

Knowledge Base article: 27909

Configuration Database Guide for Ivanti Service Manager

Contains information about the parameters in the Ivanti Service Manager configuration database that administrators can change.

This guide is for on-premise administrators only.

Knowledge Base article: 27910

Operations Console Guide for Ivanti Service Manager

This guide describes how to use the Ivanti Service Manager Operations Console to move data between different instances, such as production, staging, and QAT, of a tenant, within a landscape.

There are two versions of this guide:

- For Cloud and MSP administrators: Knowledge Base article 27927
- For on-premise administrators: Knowledge Base article 27906

Migration Guide for Ivanti Service Manager

This guide contains procedures for using the ITSM Migration Tool (for migrating from ITSM Release 6.x and ITSM Release 7.x to HEAT Service Management Release 2016.2) and the HEAT Classic Migration Tool (for migrating from HEAT Classic to HEAT Service Management Release 2016.2).

This guide is for HEAT Classic and ITSM administrators only.

Knowledge Base article: 27907

Performance Tuning Guide for Ivanti Service Manager

This guide contains best practices for improving the efficiency of your HEAT Service Management system.

This guide is for Cloud and on-premise administrators only.

Knowledge Base article: 27905

Accessing Documentation Online

All Ivanti Service Manager Release 2017.1/2017.1.1 are available online. Click the following link then scroll to the Service Manager item and expand the list to see the documents:

<https://www.ivanti.com/support/product-documentation>

Accessing the Ivanti Software Knowledge Base

All Ivanti Service Manager Release 2017.1.1 documents are located in the Ivanti Software Knowledge Base.

Contact your Ivanti Service Manager administrator for your credentials.

To access the Ivanti Software Knowledge Base, do the following:

1. Navigate to <https://support.heatsoftware.com>.
2. Do the following:

- a. Enter your user name and password.
- b. Press **Login**.

The system may require you to log in using external authentication. If so, enter your user name and click **Sign in with *your_company_name***.

3. If the system prompts you, select a role and click **Submit**. The system opens to your home page.
4. From the top tool bar, click **Knowledge**. If you do not see it, click **More...** and select **Knowledge**. You are now in the HEAT Software Knowledge Base.
5. To search for a specific article number, in the search box, enter the knowledge article number and press **Enter**.

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